
Delta to revamp Main Cabin international service

By **Rick Lundstrom** on July, 2 2019 | Catering



Delta has developed new tableware and tray setting service to go with larger entrees

Starting in November, [Delta Air Lines](#) will debut its new Main Cabin international experience featuring “Welcome Aboard” [Bellini](#) cocktails, hot towel service and mix-and-match options for premium appetizers and larger entrees.

“This is about investing in every single customer who chooses Delta, no matter where they sit on the plane,” said Allison Ausband, Delta’s Senior Vice President — In-Flight Service, in today’s announcement. “The thoughtful touches we’re investing in throughout the new Main Cabin experience were designed by flight attendants with one goal in mind — delivering an exceptional experience that our customers will rave about and one that our team, the best in the business, is proud to deliver.”

The airline has opted for a bistro-style meal service, with custom-designed tableware, larger entrees and stylish appetizers, like the harissa shrimp dish recently featured on popular food shows and the website [Eater](#). Dessert will be served separately on most flights along with coffee, tea and complimentary wine or water. Chocolates will be distributed during descent.

Delta says its reinvented Main Cabin experience has been met with high marks — with increased customer satisfaction scores on the more than 700 flights it's been tested on between Portland and Tokyo-Narita over the past year.

Rigorous reviews of the service through nearly 14,000 hours of flight time, information from over 1,800 surveys, crew feedback and input from a design team made up of 24 flight attendants resulted in a number of changes to perfect the innovative service for Delta's international flights.

"With this service, at the end of the flight I know I've made a difference in the customer's journey," said Michael Miller, a New York-based flight attendant and member of the design team behind the new experience. "I know I've had the opportunity to not only offer an exceptional onboard experience, but also to engage with customers and create special moments for them."